File in Section: -
Bulletin No.: PIC5805A
Date: April, 2013

Service Bulletin

PRELIMINARY INFORMATION

Subject: **PQC Part Restriction Electric Power Steering Gear**

Models: **2013 Buick LaCrosse**
with LFX Engine, FWD (RPO: F45), and Belt Drive EPS (RPO: NJ2)
2014 Chevrolet Impala with (RPO NJ2)
Restricted Part Numbers: 22978626, 22978628, 23153512, and 23153513

This PI was superseded to update model list and part numbers. Please discard PIC5805.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts, the NJ2 electric steering gear part numbers 22978626, 22978628, 23153512, and 23153513 will be placed on restriction through (PQC) Product Quality Center (effective 1/22/2013) to assist GM Engineering with product feedback.

This part restriction will allow Engineering to evaluate the concerns while the steering gear is in the vehicle and prior to any repairs.

Recommendation/Instructions

Please complete the questionnaire below prior to contacting PQC for further action.

Important: Do not perform a Clear DTCs function. Retrieve any stored DTC information from the Electronic Power Steering module. If any of the DTCs listed below are set (history or current) in the EPS module, or you are unable to diagnose the cause DO NOT CLEAR DTC(s), STOP FURTHER SERVICE ACTIVITY.

Caller's Name/Position:

Technicians Direct Phone:

Q1: Is the restricted part being requested for Customer Pay? Y/N

Q2. What are the current and/or history DTCs?

- DTC C0569
- DTC C0475
- DTC C056E
- DTC C0545
- DTC C056D
- DTC C055C
- DTC C0544
- Unable to diagnose

Q3: What is the customer's concern?

Q4: How many times did the customer indicate the issue occurred?

Q5: During which of the following driving condition(s) did the customer have a steering concern: Low Speed turns Y/N Straight-away Y/N On a rough road Y/N

Q6: Was the concern temperature related? Y/N

Q7: Was the concern weather related? Y/N

Q8: Did the concern occur during an engine start (cranking)? Y/N

Q9: What state were other electronics in when concern occurred? A/C: High, Med, or Low? Heater: On/Off? Radio: On/Off? Others?

Q10: Please list any other conditions (if it applies) when the concern occurred.

Q11: Is the vehicle still exhibiting the customer concern? Y/N

Q12: Has the vehicle been modified with any after-market accessories or options? Y/N

Q13: What SI document number was used during the diagnosis?

Q14: Have the wires/harnesses been checked for proper routing and free from damage, stretch, pinch, etc.? Y/N (If no, check)

Q15: Have the wires been checked for any damaged, loose, or disconnected connectors? Y/N (If no, check)

Q16: Have any wire connectors or terminals been disconnected or loosened and then re-torqued? Y/N

Q17: Have you checked the EPS Ground Path for any obvious issues? Y/N (If no, check) (The EPS ground is located under the hood on the driver's side fender, under the negative jump start post).

Q18: Has the EPS supply voltage been checked on both sides of the EPS Fuse? Y/N IF yes; what was the voltage with ignition OFF? Volts If no, you need to check and record voltages with ignition OFF.

Q19: Have you made any other observations or have any recommendations of what may be causing this concern?

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.